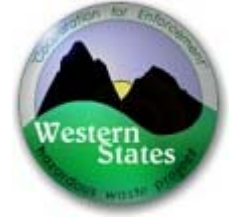




Cal/EPA



Conducting Effective Interviews: A Course for Inspectors

Monday March 30, 2009
Harvest Hall (A,B & C)
3800 Cornucopia Way, Ste. B
Modesto 95358

Wednesday April 1, 2009
Yolo County Health Department
137 N. Cottonwood
Woodland 95695

Friday April 3, 2009
First Floor Conference Room
Santa Clara County
Department of Environmental Health
1555 Berger Drive
San Jose 95112-2704

This one day course assists environmental regulatory/inspection personnel in improving their interviewing skills to gain accurate information during inspections. The course requires student participation and utilizes role players to illustrate certain learning points. The course includes the following subjects:

- | | |
|-----------------------------------|------------------------------------|
| 1. Effective communication | 6. Forms of symbolic communication |
| 2. Cultural considerations | 7. Nonverbal communication |
| 3. Active listening | 8. Note taking during an interview |
| 4. Methods to clarify the message | 9. Planning the interview |
| 5. Anger management techniques | 10. Reluctant interviewees |

The course is free but to attend you must apply and be approved by Cal/EPA and your supervisor to attend. Each course is limited to 50 participants. **To apply up for this course, email Lisa Brown (lbrown@calepa.ca.gov) with all of the information listed below.**

- Name
- Title
- Agency
- Program Area (CUPA, LEA, UST, air, pesticide, etc)
- Email address
- Phone number
- Duties (particularly as they relate to enforcement)
- Date and location where you would like to attend (more on next page)

You must apply on your own behalf; applications made by other than the applicant will not be considered. Incomplete applications will not be considered. The deadline to apply is: March 25, 2009. This class is for government staff only.

Each class will be full so please only sign up if you are sure you will attend.

This course is sponsored by the Western States Project and the California Environmental Protection Agency. The Western States Project is a US EPA funded nonprofit corporation located in the Department of Environmental Quality in Arizona and provides environmental enforcement training to the western United States. For more information, see <http://www.regionalassociations.org/>.

For more information on Cal/EPA training , see <http://www.calepa.ca.gov/Enforcement/Training/>.